



GSA Public Buildings Service

# Workshop Agenda & Session Descriptions



**2004 West Coast Customer Workshop  
Hilton Portland & Executive Towers  
August 23 - 25, 2004**

## General Sessions - Grand Ballroom I

- 1:00 p.m. Workshop Opens**  
**Todd Gillies and Robert Drakes**  
*Regional Customer Service Officers*  
*GSA Northwest|Arctic and Pacific Rim Regions*
- 1:10 p.m. Color Guard / Pledge of Allegiance**
- 1:15 p.m. Welcome to the 2004 Workshop**  
**Jon Kvistad**  
*Regional Administrator*  
*GSA Northwest|Arctic Region*
- 1:20 p.m. Agenda Overview**
- 1:30 p.m. Follow-Up from the 2003 Workshop**  
**Todd Gillies and Robert Drakes**  
*Regional Customer Service Officers*  
*GSA Northwest|Arctic and Pacific Rim Regions*
- 2:00 p.m. The "New" Customer Facing Organization**  
**Chris Reutershan**  
*Interim Assistant Commissioner*  
*Office of National Customer Services Management*
- 2:40 p.m. Break**

## Breakout Sessions - Ballroom Level

	Grand Ballroom I	Grand Ballroom II	Galleria I - III
<b>3:00 p.m.</b>	<b>Furniture Solutions</b>	<b>Reimbursable Work Authorizations</b>	<b>Building Operations</b>
<b>4:30 p.m.</b>	<b>End Day / Evening on Own</b>		

## General Sessions - Grand Ballroom I

**8:30 a.m. Announcements / Agenda Overview**

**8:45 a.m. Rent Billing Update**

**William E. Brady**

*Chief Financial Officer*

*GSA Public Buildings Service*

**9:30 a.m. Break**

## Breakout Sessions

	Ballroom Level		Plaza Level
	Grand Ballroom II	Galleria I - III	Broadway I - III
<b>10:00 a.m.</b>	<b>Federal Technology Service</b>	<b>Building Operations*</b>	<b>Furniture Solutions*</b>

**11:30 a.m. Lunch on Own**

	Grand Ballroom II	Galleria I - III	Broadway I - III
	Reimbursable Work Authorizations*	PBS Pricing & Fees (Part 1)	Realty Services
<b>1:00 p.m.</b>			

**2:30 p.m. Break**

	Grand Ballroom II	Galleria I - III	Broadway I - III
	Reimbursable Work Authorizations*	PBS Pricing & Fees (Part 2)	Realty Services*
<b>3:00 p.m.</b>			

**4:30 p.m. Break**

## General Session - Pavilion East / West

**5:30 p.m. Networking Reception with a Keynote Speech by PBS Commissioner Joseph Moravec**

*GSA Public Buildings Service*

*\* repeat of an earlier session*

## General Sessions - Grand Ballroom I

**8:30 a.m. Announcements / Agenda Overview**

**8:40 a.m. Building Security & FPS**

**Kenneth Ehinger**

*Deputy Director for Mission Support*

*Federal Protective Service, Dept. of Homeland Security*

**9:15 a.m. Break**

## Breakout Sessions

	Grand Ballroom II	Galleria I - III	Broadway I - III
<b>9:45 a.m.</b>	<b>PBS Pricing &amp; Fees (Part 1)*</b>	<b>Building Security &amp; FPS</b>	<b>Federal Supply Service</b>

## General Session - Grand Ballroom I

**11:30 a.m. Lunch with a Keynote Speech by Administrator Stephen Perry**

*U.S. General Services Administration*

## Breakout Sessions

	Grand Ballroom II	Galleria I - III	Broadway I - III
<b>1:15 p.m.</b>	<b>PBS Pricing &amp; Fees (Part 2)*</b>	<b>Building Security &amp; FPS*</b>	<b>Realty Services*</b>

**2:45 p.m. Break**

## General Session - Grand Ballroom I

**3:00 p.m. Customer Round Table Discussion**

**Robin Graf**

*Asst. Regional Administrator*

*GSA Northwest/Arctic Region*

**Jeff Neely**

*Asst. Regional Administrator*

*GSA Pacific Rim Region*

**4:00 p.m. Closing Remarks / Workshop Concludes**

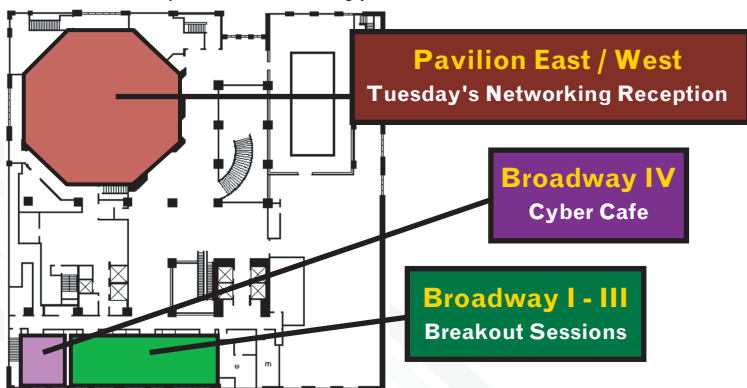
*\* repeat of an earlier session*

## GSA Cyber Cafe

To keep you connected back at work, GSA now offers a Cyber Cafe for attending Workshop customers. Located in **Broadway IV**, the Cyber Cafe has a number of workstations for you to check your e-mail. You can also try out the various GSA web sites referenced throughout the Workshop. The Cyber Cafe will be open during Workshop hours, with the exception of Wednesday where it will close at 2:00 p.m.

## Location of Session Meeting Rooms

*Plaza Level (above the Lobby)*



**Ballroom 1**  
General Sessions

**Ballroom 2**  
Breakout Sessions

**Galleria I - III**  
Breakout Sessions



*Ballroom Level (below the Lobby)*

## **building operations**

Discover the many building operation practices that PBS uses to ensure its tenants attain the highest levels of satisfaction. Regional property management experts will address such areas as building services, operation standards, energy conservation, child care centers, and the concessions program.

## **building security**

Representatives from the Federal Protective Service will discuss the various building security services available to the federal community. Topics will include the building assessment program, threat assessment operations, security surveys & risk assessments, building security committees, security requirements & countermeasures, electronic security, occupant emergency plans, and the contract guard services program.

## **federal supply service**

In this session, you will learn about the wide spectrum of services that the GSA Federal Supply Service (FSS) offers its customers. Personal property disposal, vehicle acquisition and leasing, and logistics services are just a few of the ways that FSS can help your agency fulfill its mission in a cost effective manner. This session will show you how to easily access these and other FSS services through GSA Global Supply and the Federal Supply Schedules.

## **federal technology service**

The GSA Federal Technology Service (FTS) provides value-added services in the areas of information technology, network services, and professional services. For example, FTS offers the full range of telecommunications products and services, including global voice, data, and video services. Attend this session and explore other ways that FTS can use its expertise to help your agency avoid costly and time-consuming technology acquisitions.

## **furniture solutions**

The GSA Federal Supply Service not only provides office supplies to the federal community, but also a wide range of furniture and equipment. Learn about the many furniture procurement options available to you through Federal Supply Schedules, including comprehensive furniture management, office furniture, and hospitality equipment.

## **PBS pricing & fees**

This 2-part session is devoted entirely to the topic of how PBS prices its services through rent and fees. Detailed information will be provided about the components of a rent bill, pricing differences between federal and leased space, recent updates to the PBS Pricing Policy, and the 4% management fee. You will also learn about the 8% fee and the services you receive both before and after space occupancy.

## **realty services**

Learn all the details about how GSA delivers its workplace solutions. Special attention will be placed on each phase of the space delivery process: customer budget notifications, requirements development, space procurement, Occupancy Agreements, build-out, occupancy, and contract management. You will also hear about GSA's newest customer-focused efforts to be more responsive to your evolving workspace needs.

## **reimbursable services**

This innovative session explores all aspects of the reimbursable services process and the use of Reimbursable Work Authorizations (RWAs). Specific topics include the new DUNS number requirement, RWA options available to your organizations, the overhead sliding scale, and techniques you can use to search for RWAs on the internet. Come to this session and learn the latest RWA information in a brand new way!



*Smarter Solutions*

